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Attorney Docket No. 384818517US1

6/22

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE APPLICATION OF: John L. Coker, et al.

APPLICATION No.: 09/866,878

FILED: 05/30/2001

FOR: **SYSTEM AND METHOD FOR SMART SCRIPTING
CALL CENTERS AND CONFIGURATION THEREOF**

EXAMINER: Hoang Vu-A
Nguyen-Ba

ART UNIT: 2122

CONF. No: 4488

Notice of Appeal and Petition for Extension
of Time (If Appropriate)

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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APR 28 2004

Technology Center 2100

Sir:

Applicant hereby appeals from the decision of the Examiner dated October 22, 2003, rejecting claims 32-42.

04/27/2004 WASFAW1 00000008 09866878

The items checked below are appropriate:

01 FC:1401 330.00 0P
02 FC:1253 950.00 0P

Fee for Notice of Appeal (37 C.F.R. §1.17(b))

Other than Small Entity: \$330.00
 Small Entity: \$165.00

Petition for Extension of Time. Applicant hereby petitions for a/an 3-Month Extension of Time, to extend the period for response to April 22, 2004.

Extension Fee (37 C.F.R. §1.17(a)(1)-(a)(5)):

Other than Small Entity:
 \$110.00 \$420.00 \$950.00 \$1480.00 \$2010.00

Small Entity:
 \$55.00 \$210.00 \$475.00 \$740.00 \$1005.00

Conditional Petition for Extension of Time

Applicant petitions for an Extension of Time if necessary for timely filing of this Notice of Appeal.



Fee Payment

- Check enclosed for \$1280.00.
- Please charge the above fee(s) to Deposit Account No. 50-0665. This paper is provided in triplicate.
- Please charge any underpayment for timely filing of this paper to Deposit Account No. 50-0665.

Date: April 22, 2004

Correspondence Address:

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Respectfully submitted,
Perkins Coie LLP


Steven D. Lawrenz
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